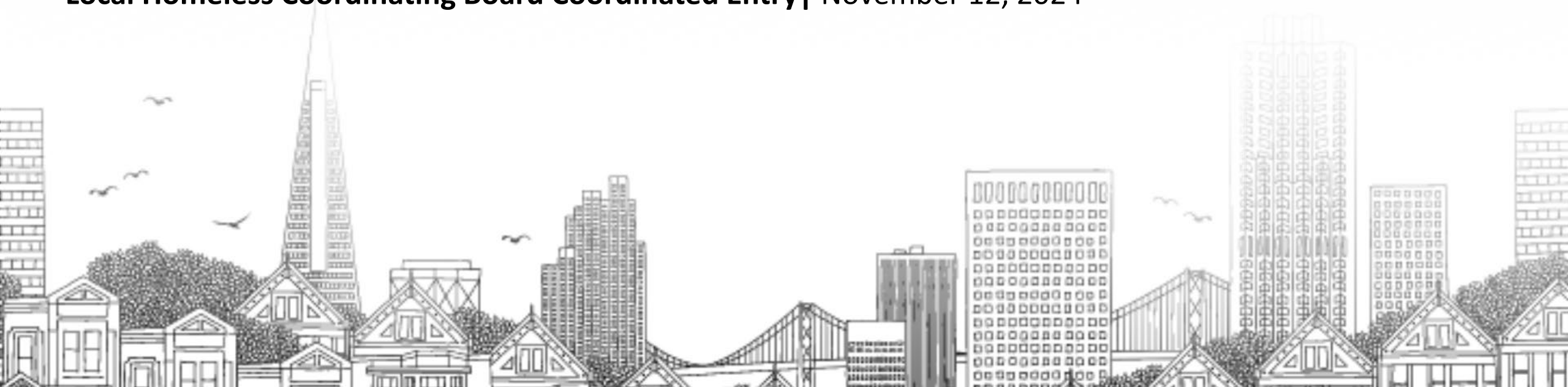




DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Coordinated Entry

**Local Homeless Coordinating Board Coordinated Entry | November 12, 2024**





# Agenda

- I. Welcome**
- II. Coordinated Entry Update**
- III. CE Redesign Implementation**
  - Communications & Messaging
  - Process Update
- IV. Family System Reform Preview**
- V. General Public Comment**
- VI. Adjournment**

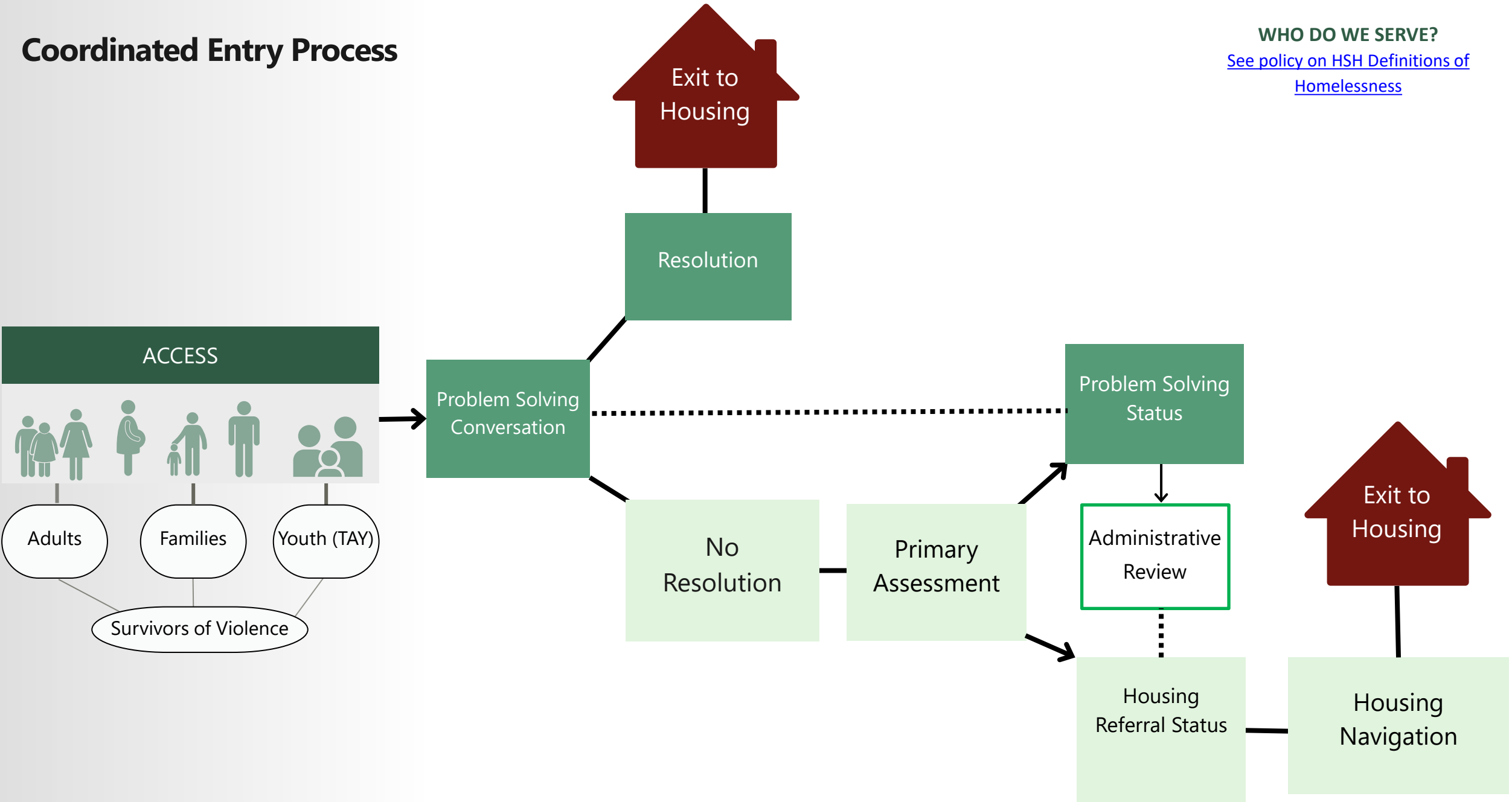
# What is Coordinated Entry?

- "Front door" of San Francisco's Homelessness Response System.
- Consistent, streamlined **process** for households experiencing homelessness to access available housing and community resources needed to resolve their housing crisis.
- Part of the Coordinated Entry process includes:
  - Access
  - Assessment
  - Prioritization
  - Referral



# Coordinated Entry Process

WHO DO WE SERVE?  
[See policy on HSH Definitions of Homelessness](#)



# ACCESSING COORDINATING ENTRY

People experiencing homelessness can visit - [Coordinated Entry Providers](#) - community non-profits geographically located throughout San Francisco and contracted with HSH to provide Problem Solving interventions, Housing Assessments, Prioritization and Navigation (Coordinated Entry services).

[Visit HSH online for current locations & hours - NEW website](#)

<b>ADULTS</b> Individuals ages 18 + over	<b>FAMILY</b> Adults with minor children	<b>YOUTH</b> Adults ages 18 - 24; 25-27 upon intake Transitional Age Youth (TAY)
<ul style="list-style-type: none"><li>• Episcopal Community Services (ECS)</li><li>• Dolores Street Community Services (DSCS)</li><li>• Swords to Plowshares (Veteran-focused)</li><li>• SF Pretrial Diversion Project</li></ul>	<ul style="list-style-type: none"><li>• Central City Access Point (Compass Family Services)</li><li>• Mission Access Point (Catholic Charities)</li><li>• Bayview Access Point (Catholic Charities)</li></ul>	<ul style="list-style-type: none"><li>• Larkin Street Youth Services</li><li>• 3rd Street</li><li>• SF LGBT Center</li><li>• Lyric</li></ul>

**Individuals fleeing or attempting to flee violence** can be served by all Access Points including [CE for Survivors](#).  
Emergency services also available through [domestic and family violence resources](#).

**Person who is pregnant** can be served by all Access Points

# Coordinated Entry Access Partners

- **Access Partners** are other public entities that frequently serve people who are unhoused in SF but do have HSH contracts with Coordinated Entry (examples: Department of Public Health, SF Homeless Outreach Team.)
- Staff at these organizations can conduct **Housing Primary Assessments**.

## Multidisciplinary Team (MDT)

Coordination between Human Services Agency, HSH, and other external partners (example: Bay Area Legal Aid, Housing and Disability Advocacy Program.)



Goal to ensure **Adults of temporary shelters** have:

- Met with a Coordinated Entry Access Point for Problem Solving, Assessment, and Prioritization.
- Applied for all potential public benefits such as Supplemental Security Income (SSI), CAAP (cash aid), CalFresh, and Medi-Cal.

# Multidisciplinary (MDT) Site Schedule

## **Kinney Stabilization Program**

**November 19<sup>th</sup> and 20<sup>th</sup>**

Tuesday & Wednesday

9:00am – 4:00pm, [410 Eddy Street](#)



### **MDT Services Offered:**

- Coordinated Entry
- Benefits Application Assistance
- County Adult Assistance Program (CAAP) Triage
- Housing and Disability Advocacy Program (Bay Area Legal Aid)
- HomeSafe
- In Home Supportive Services (IHSS)



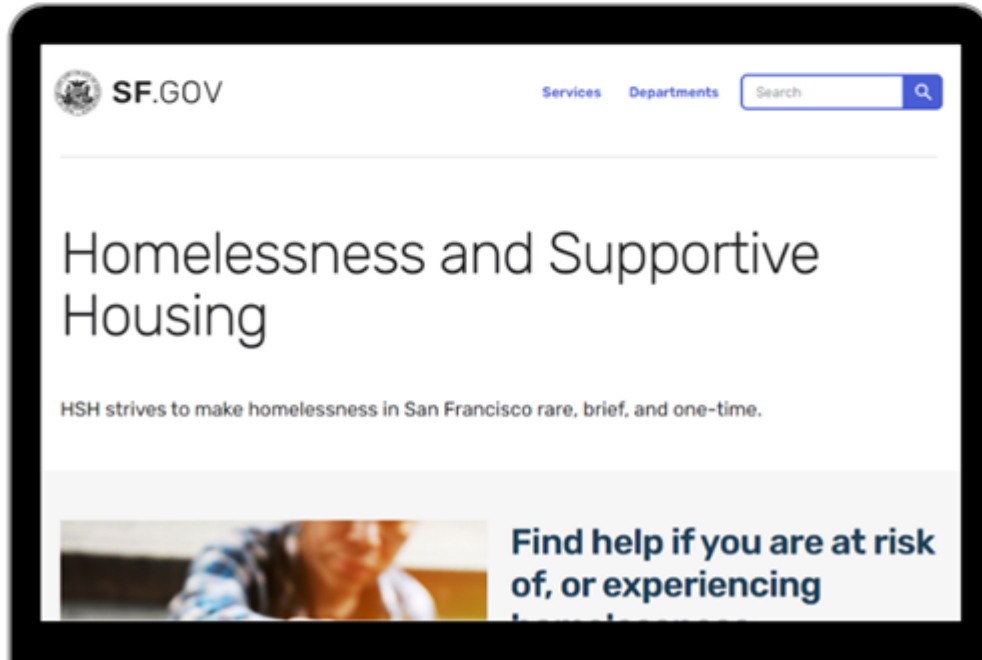


## KEY RESOURCE LINKS

### HSH's Redesigned Website is Live

*It's Live*

**SF.gov/HSH**



#### [HSH Homepage](https://www.sfgov.org/departments/homelessness-and-supportive-housing)

[sfgov/departments/homelessness-and-supportive-housing](https://www.sfgov.org/departments/homelessness-and-supportive-housing)

#### [HSH Coordinated Entry Homepage](https://www.sf.gov/resource/2024/coordinated-entry)

<https://www.sf.gov/resource/2024/coordinated-entry>

#### [Coordinated Entry Access Points - Coordinated Entry Providers](https://www.sf.gov/resource/2024/get-person-homelessness-help-san-francisco)

<https://www.sf.gov/resource/2024/get-person-homelessness-help-san-francisco>

#### [Local Homeless Coordinating Board](#)



# PROBLEM SOLVING & PREVENTION

**Problem Solving interventions** offered at Access Points. Problem Solving Specialists will engage in exploratory conversations to help identify immediate safe housing options without the need for ongoing/permanent support.

- Housing location assistance
- Travel and relocation support
- Flexible, one-time, short-term financial assistance (i.e. security deposit, move-in costs)
- Connection to employment (Pilot with Office of Economic & Workforce Development (OWED))

**Prevention through [SF ERAP](#)** - San Francisco Emergency Rental Assistance Program provides financial assistance for move-in costs (security deposit, first/last month's rent) and rent owed for households who meet the following:

- Current San Francisco resident
- Household income at/below 50% Area Median Income (AMI)
- [At high risk of homelessness or housing instability](#)





# Housing Primary Assessment

- If the household is not initially able to resolve their housing crisis through Problem Solving, the next intervention is a Housing Primary Assessment.
- The Housing Primary Assessment is an interview tool used to assess three main criteria:
  - **Vulnerability:** experience of trauma and violence, physical and behavioral health, and use of crisis services, among other factors.
  - **Barriers to housing:** includes legal issues, income, and overall resources available.
  - **Chronicity of homelessness:** duration and frequency of homelessness

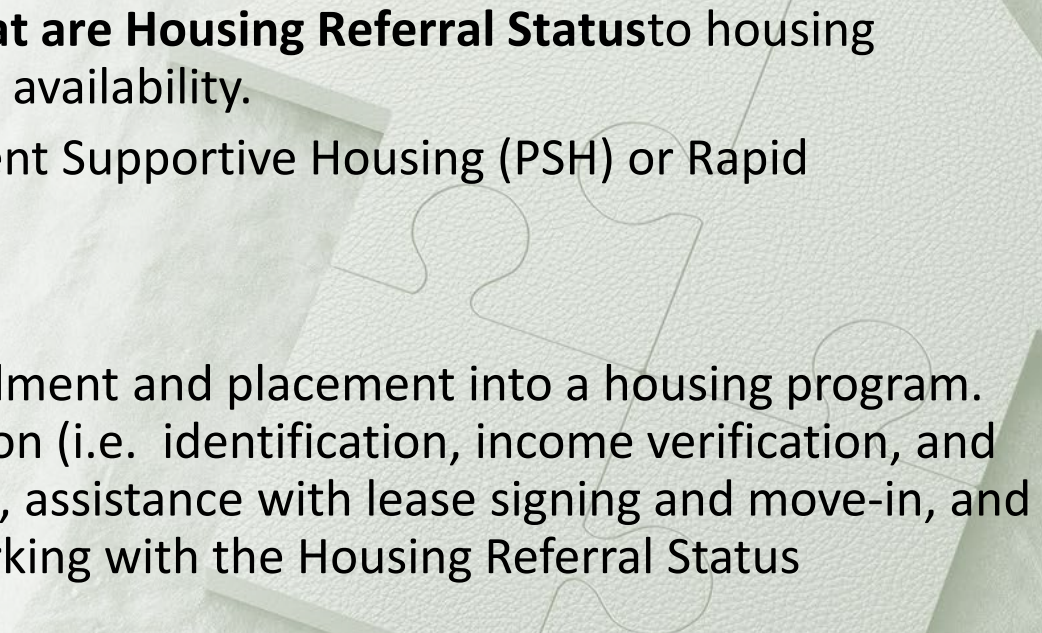
[Learn more about the Adult/TAY or Family Housing Primary Assessment](#)

# Prioritization

- Since housing in San Francisco's Homeless Response System (HRS) is **limited**, Coordinated Entry prioritizes those with the highest needs to available housing. HSH estimates what proportion of households will be Housing Referral Status or Problem Solving Status:
- **Housing Referral Status:** people experiencing homelessness who are prioritized for housing based on their health ***vulnerability, barriers to housing, and chronicity of homelessness***
  - Households are placed in a housing queue and referred to available housing programs.
- **Problem Solving Status:**
  - Households are provided continuous Problem Solving interventions to identify ***other*** pathways without needing to access the Homelessness Response System. These can include housing location assistance and relocation support outside San Francisco.

**Both Housing Referral Status and Problem Solving Status represent a path to permanent housing.**

# Referral

- **The process of matching households that are Housing Referral Status** to housing programs based on eligibility criteria and availability.
    - Households are referred to Permanent Supportive Housing (PSH) or Rapid Rehousing (RRH).
  - **Housing navigation:** Facilitates the enrollment and placement into a housing program. Includes support with document collection (i.e. identification, income verification, and other documents requested by provider), assistance with lease signing and move-in, and coordination with providers who are working with the Housing Referral Status Household.
- 

# Connection to Permanent Housing Programs

- **Permanent Supportive Housing (PSH)** – long-term rental assistance (subsidy) with a range of supportive services including case management and housing retention assistance
- **Rapid Rehousing (RRH)** – time-limited rental assistance (subsidy) that gradually decreases as the Household stabilizes and assume full responsibility for rent. Households live in private-market units and access supportive services, including case management and housing retention assistance.

[Learn more about HSH Program Types here](#)

# Coordinated Entry Administrative Review

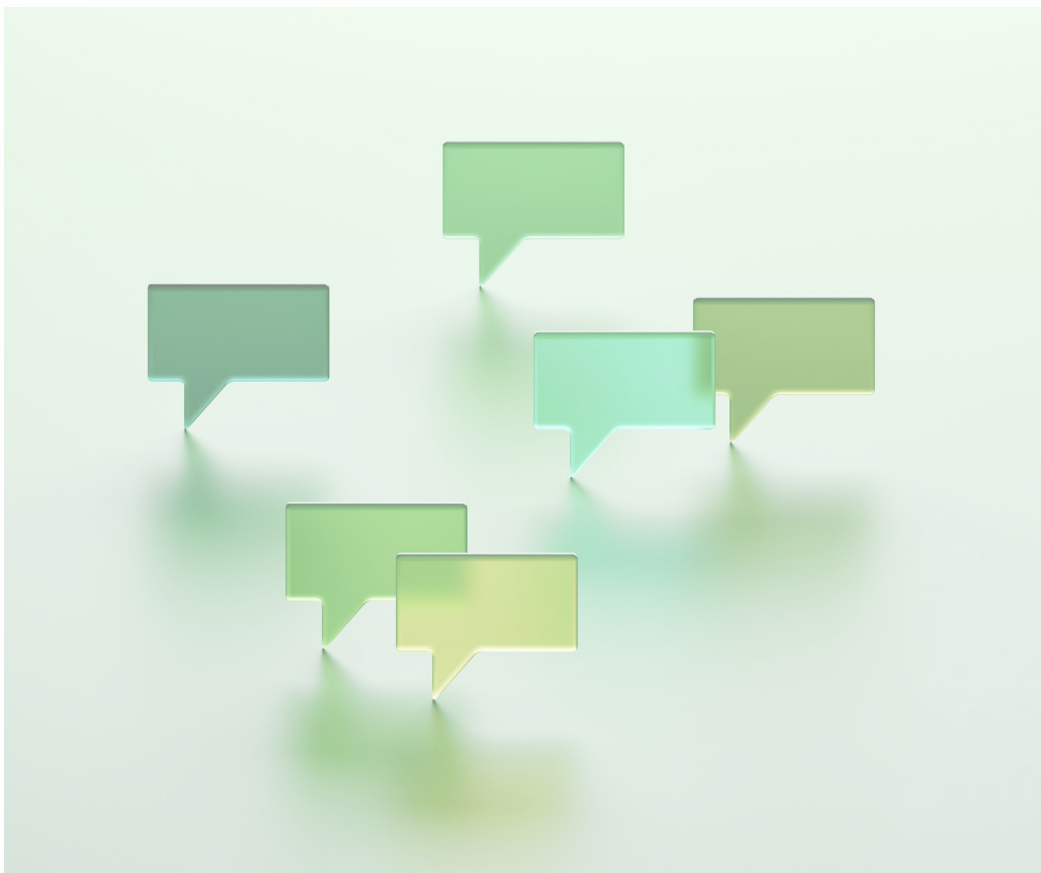
- During the housing assessment, *if a person(s) is unable to adequately self-report their **vulnerability, barriers to housing, and chronicity of homelessness***, then a provider or case manager working closely with the person(s) can request an Administrative Review.
  - Person(s) cannot request an Administrative Review for themselves.
  - Only for person(s) identified as Problem Solving Status
- The result of the Administrative Review is either an affirmation of Problem Solving Status or reassignment to Housing Referral Status.
  - Housing Referral Status households will be placed on a housing queue.
- Learn more in the adopted [Coordinated Entry Written Standards \(9/11/2023\)](#)

# CE Redesign Implementation Update

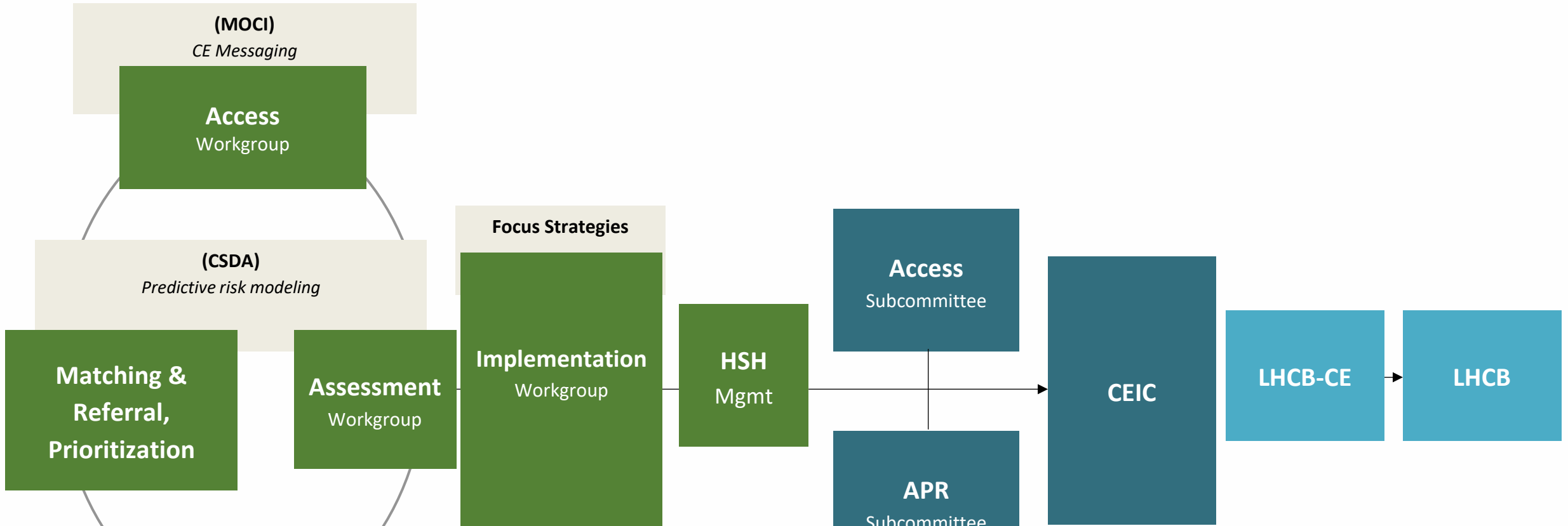


- General Update
- Communication & Messaging
- Process Update

# Communication & Messaging







**MOCI** – Mayor’s Office of Civic Innovation  
**CSDA** – Centre for Social Data Analytics  
**APR** – Assessment, Prioritization, Referral  
**CEIC** – Coordinated Entry Implementation Committee  
**LHCB** – Local Homeless Coordinating Board  
**LHCB-CE** – Local Homeless Coordinating Board Coordinated Entry Subcommittee

# Implementation Considerations

*Objectives by December 2024*



## Access Staff Workgroup

- Establishing Coordinated Entry Access Standards
- Developing CE Messaging & Communications

*Work to date:*

- Developed training standards and ongoing partnership with MOCI on communications & messaging

## Matching & Referral/Prioritization, Assessment Staff Workgroup

- Strategy for matching
- Interim solutions (language and housing assessment)

*Work to date:*

- Preliminary exploratory analysis: [Executive Summary](#), [Presentation](#), and [Full Report](#) & additional analysis using subset of prioritization from housing assessment
- External consultation to provide homelessness response system landscape analysis, predictive risk modeling using administrative data, and client & service typologies (CSDA & Focus Strategies)
- Preliminary discussions on using a BNL, By-Name-List





DEPARTMENT OF  
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# Family System Reform Preview

Megan Owens, Manager of Coordinated Entry



# Key Links



[List of Access Points](#): locations and contact information for sites where unhoused people can access CE services, by population.



[Informational page on Coordinated Entry](#)



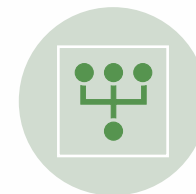
[Coordinated Entry Standards](#) Policy & Procedures



[Coordinated Entry and Housing Demographics dashboard](#)



[SF Definitions of Housing/Homeless Status, Household Type, SF connection](#)



[Local Homeless Coordinating Board \(LHCB\) and LHCB-Coordinated Entry Subcommittee](#)

# Thank you

QUESTIONS: [dhsh@sfgov.org](mailto:dhsh@sfgov.org)